PERSONAL INFORMATION

Name: - Ahmed Nafez Alkasaji
 Address: - Jordan- Amman

- Gender: Male

Nationality: JordanianMobile: 00 962 7 9094 0384

E-mail: - alkasaji1986@gmail.com

- Covid-19 vaccine: - Vaccinated Pfizer-BioNTech 30th June 2021



Personal Summary

A passionate room operation expert who has improving guest experience, and enhancing operational performance. Maximizing revenue and developing people. I am currently looking for new opportunity, to work with company that provide wide horizon for development, and place where I can practice my skills enhancing processes and go extra mile with guest expectation to succeed guest experience.

Accomplishment

- Result in Medallia over all experience 90.00 % YTD 2019
- Q1 2021 rooms upselling reached above the target total (307,000) QAR
- Forbes Audit Excellent Pass in Room Division 2019
- LQA Audit Excellent Pass in Rooms and Front office 2021

Professional Experience

Duty Manager- Rooms Division InterContinental Doha Hotel Resort, Qatar February 2019 — March 2021

- Running operation over 375 Keys with 12 Restaurants & Bars
- Responsible for providing leadership and oversight to the front office and gatehouse staff while supporting the vision and strategy for two bunch Hotel & resort.
- Promoting the health and well-being mission of the company.
- Recognized and implemented the processes that support this mission with the goal of increased revenues and enhancing the overall customer experience.
- Embracing, enhancing and communicating guest arrival and guest departure processes.
- Coaching and developing new associates as well as conducting ongoing training with existing staff
- Overseeing the administrative inventories, purchase orders and all other applicable accounting reports.
- Reconciling the guest folios while submitting accurate accounting and comp reports daily.
- Monitoring staff, and taking corrective action where necessary to resolve customer/client queries.
- Report to Director of room / Resident Manager all matters affecting guest service and hotel operations.
- Provide functional assistance to all front office personnel and support other departments.

Night Duty Manager Millennium Fujairah Hotel, UAE April 2017 - December 2018

- Monitored guest requests and resolved all complaints received to maintain customer satisfaction.
- Developed and managed all guest rooming procedures.
- Ensured compliance to all hotel cashier and credit policies.
- Analyzed credit limit report on everyday basis and ensured timely payments for all.
- Ensured optimal levels of customer satisfaction and communicated with guest on same.
- Hired and interviewed various personnel for guest services staff.
- Administered occupancy status for all rooms.
- Performed troubleshoot on various administrative systems such as call accounting and key encoding for quests.

Duty Manager Hilton Fujairah, UAE February 2015 - April 2017

Consultant Travel EMEA
Ajam Travel agency Amman, Jordan
January 2014 - February 2015

Team Leader Front office Grand Millennium Hotel Kuala Lumpur, Malaysia February 2012 - December 2013

Sale Executive Waterfront Mall Cape Town, South Africa January 2009 - December 2011

Guest Relation Agent Southern sun Hotel Cape Town, South Africa May 2006 - November 2008

Highlights of Qualifications:

- Huge experience in managing hotel operations.
- Deep knowledge of various hotel departments.
- Remarkable ability to resolve problems with standardized solutions.
- Exceptional ability to work on weekends and extra hours.
- Skilled to use basic math in various operations.
- Ability to read and comprehend simple instructions and memos.
- Familiarity in writing reports and all business correspondence.
- Ability to compute rate, ration, and percent.
- Proficient in interpreting oral and written instructions.

Key Skills & Competencies

- Computer literate and organized.
- Organized and an assertive communicator.
- Strong organizational skills, natural team player.
- Having a professional manner in upselling.
- Efficiency in handling tasks
- Ability to give good performance during busy operation.
- IT works with computerized bookings & Payment

Knowledge of the Hotel Management systems

- Opera Management System PMS, POS- Micros
- Hilton worldwide management system, OnQ R&I
- STR- Management system revenue reports
- Red tiger System handling different channels of websites online bookings
- Guests satisfaction Feedback system (Medallia- Revinate)

Strengths

- Strategy
- Confident and self-motivated
- Reliable and able to use own initiative when required.
- A keen eye for detail.
- Staff Development
- Staff Empowerment
- Associate Satisfaction
- Guest Satisfaction
- Operational Excellence (through Analysis / Planning / Execution)
- P&L performance

Languages

- Arabic: Native
- English: Fluent

Education

Hashemite University

- Diploma Hospitality& Management
- Diploma Travel Industry

Certificates & Rewards

- Certificate Leadership & Management Hilton Worldwide.
- Letter appreciation for exceptional service from CEO Hilton Worldwide.
- Champion of Enrollment Membership in Hilton Fujairah
- Champion of TripAdvisor Reviews at Royal M Fujairah & Hilton Fujairah.
- Luxury attitude certificate completion at InterContinental Hotel Group.
- Luxury hospitality benchmark certificate at InterContinental Hotel Group.